## Ergotron StyleLink

## Installation and Setup FAQs

**Q** While installing the Enterprise Components I don't get the Data Properties dialog box. How can I fix this?

A You aren't seeing this box during installation:

🗊 Data Link Properties					
Provider Connection Advanced All					
Select the data you want to connect to:					
OLE DB Provider(s)					
Microsoft Jet 4.0 OLE DB Provider Microsoft Office 12.0 Access Database Engine OLE DB Provide					
Microsoft OLE DB Provider for Analysis Services 9.0 Microsoft OLE DB Provider For Data Mining Services					
Microsoft OLE DB Provider for Indexing Service Microsoft OLE DB Provider for ODBC Drivers					
Microsoft OLE DB Provider for OLAP Services 8.0 Microsoft OLE DB Provider for Oracle					
Microsoft OLE DB Provider for Search Microsoft OLE DB Provider for SQL Server					
Scrosoft OLE DB Simple Provider					
OLE DB Provider for Microsoft Directory Services					
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Next >>					

The Enterprise Components require the Microsoft .NET Framework 2.0. Please download and install the framework and it should resolve this problem. You can download it here: <u>http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en</u>.



## **Q** I've installed everything and I don't see any of my carts in the Enterprise Console. What can I do to fix this?

A This could be caused by a variety of issues. Here is a check list to assist in finding the cause:

- 1. Make sure the Windows SNMP Service is installed and is running on both the clients and the server where the Ergotron SNMP collection service is running.
- 2. Make sure the Ergotron SNMP collection service has permission to write to the SQL database.
  - a. If you used SQL authentication, make sure the account you used has read/write/create permissions to the database. If the account does not have permission you will need to uninstall and reinstall the enterprise components using an account that has permission.
  - b. If you used SQL authentication, make sure the "Allow saving password" box is checked.

🗊 Data Link Properties 🛛 🕅						
Provider Connection Advanced All						
Specify the following to connect to SQL Server data:						
1. Select or enter a server name:						
DRAGONFLY   Refresh						
2. Enter information 🖓 og on to the server: O Use Windows NT Integrated security						
Use a specific user name and password:						
User name:						
Password:						
Blank password     In Allow saving password						
<ol> <li>Select the database on the server:</li> </ol>						
▼						
C Attach a database file as a database name:						
Using the filename:						
Test Connection						
OK Cancel Help						

If it isn't checked, the password will not persist and the data will not insert into the database. To correct this problem, uninstall and reinstall the enterprise components and insure that the "Allow saving password" box is checked.



c. If you used Windows authentication make sure the Ergotron StyleLink SNMP Service is running under an account that has permission to insert into the database.

	🎇 Distributed Link Tracking Server	Enables th	
	🏶 Distributed Transaction Coordinator	Coordinate	Start
	DNS Client	Resolves a	Start
<	Ergotron StyleLink SNMP Service	Provides S	Start
	Error Reporting Service	Collects, st	Start
	🎇 Event Log	Enables ev	Start
	🎇 File Replication	Allows files	

Ergotron StyleLink SNMP Se	ervice Properties (Local Co	omputer) 🛛 🙎 🔀			
General Log On Recovery	Dependencies				
Log on as:					
Local System account Allow service to interact with desktop					
• This account		<u>B</u> rowse			
Password:	•••••				
Confirm password:	•••••				
You can enable or disable this service for the hardware profiles listed below:					
Hardware Profile	9	Service			
Profile 1	E	inabled			
	Enable	<u>D</u> isable			



3. It is also possible that when the database was installed that the account you used had incomplete permissions to create all the database objects. To check, open your SQL database and make sure all the system tables and stored procedures are there.



If they aren't all present, a portion of the database creation failed on install. To correct this problem, delete the database, make sure the .mdf and .ldf files are gone, uninstall the enterprise components, and reinstall them using an account with full permission to create the database.

4. It is also possible that a firewall or other security measure is blocking the traffic from your clients to the collection service and into the database. Please check your security software and hardware and make sure SNMP traffic can flow over the standard SNMP ports 161 and 162.





## **Q** Data is flowing over my network and I see carts in the database, but I don't see them all, and the carts I do see keep changing names. What could cause this and how do I fix it?

A This happens when the operating systems on the clients have duplicate SIDs. This can happen during the imaging process. Use sysrep or a similar tool to change the SIDs on your clients insuring there are no duplicates and the problem should disappear. Here is some information on sysrep: http://technet.microsoft.com/en-us/library/bb457073.aspx

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